

Message

From: Doughty, Haley J. [Haley.Doughty@tpcgrp.com]
Sent: 12/1/2019 3:28:51 AM
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Subject: News Release # 8-Claim Adjusters On The Ground Sunday
Attachments: ATT00001.txt

UC PIOs,

The below regarding the TPC claims process was just released to media today to update the community that claims adjusters would be in the area beginning tomorrow to begin the claims process.

Thank you,

Haley Doughty | Communications Advisor



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From: no-reply@portnechesresponse.com <no-reply@portnechesresponse.com>
Sent: Saturday, November 30, 2019 9:18 PM
To: no-reply@portnechesresponse.com
Subject: ***External E-Mail*** News Release # 8-Claim Adjusters On The Ground Sunday

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Port Neches Response

News Release #8-Claim Adjusters On The Ground Sunday



Click on Map to View Larger

Beaumont, Texas – Response measures are ongoing and Unified Command remains focused on mitigating the event and maintaining the safety of responders and the community. The following information provides an update to residents regarding the claims process activities.

Tomorrow (Sunday), insurance adjusters will begin visiting area residents to assess any damage as a result of the recent event at TPC Group's Port Neches Operations.

Claims representatives were in the field today confirming the areas of highest impact. Adjusters will begin door-to-door visits tomorrow, and continue for several days, going street-by-street in the impact areas. The first areas adjusters will visit include residences within approximately 4,000 feet of TPC Group's Port Neches Operations.

Adjusters are beginning visits tomorrow within the boundaries outlined on the **map attached**. If residents are not home when adjusters visit, a contact card will be left at that residence. A schedule of additional visit areas and times will be posted on the Port Neches Response Facebook page and at www.portnechesresponse.com as they are available. Adjusters will attempt

to visit residents who have filed claims via the Community Assistance Helpline, as well as those who have not filed claims.

Separately, and also beginning tomorrow (Sunday), residents who contacted the Community Assistance Helpline with concerns about debris on their property, can expect a visit from environmental response specialists CTEH, who will conduct debris assessments and will be leading removal efforts. CTEH will be assessing homes and yards within approximately one-half mile of the TPC Port Neches Operations fenceline.

To file a claim for evacuation costs or property damage, or to report debris on your property, please call the Community Assistance Helpline at 866-601-5880.

Updates and information continue to be posted on the web at www.portnechesresponse.com, on Facebook at <https://www.facebook.com/portneches.response.1> and on Twitter at PortNechesUC.

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